



Welcome to Comcast!

We are proud to be the exclusive broadband digital video provider for the University of Alabama. The digital cable service provided in your dorm room gives you additional channel offerings, plus the use of the interactive programming guide which offers you a host of functions like setting reminders for your favorite shows, getting on-screen info on any show you are watching, accessing local weather updates, and much more. Connecting your television to your digital converter is easy. To help you get started, we've included a few trouble shooting tips just in case you need them.

Digital Cable and remote control trouble shooting:

Problem: Black Screen/Blue Screen/No Picture/Snow

Black Screen/Snow/No Picture is a condition that can occur for Digital and Analog customers. The problem occurs when a black screen/snow appears in place of the channel the customer is trying to access.

Possible Resolutions:

- Check all connections and wiring to ensure proper and tight connections.
- Ensure that your TV is on channel 3
- Ensure that set-top box and TV are plugged in to electricity and are powered-on.
- Try turning off any third-party equipment such as VCRs or DVD players
- Try to powercycle/reset your set-top box. To powercycle or reset, unplug your set-top box from the wall outlet and wait at least a minute before plugging it back in.

**If you have recently added a new piece of equipment, the wiring may be incorrect, which causes blue screen or snow. Verify that wires are connected properly.*

Problem: Remote is not working

A remote control may not be responding as expected when a customer presses certain buttons

Possible Resolutions:

- Make sure that there are active batteries in the remote.
- Make sure that remote has been programmed to work with your television (see "how to" below).
- When trying to control "cable" functions, make sure that the red "cable" button at the top of the remote has been pressed before pressing the desired cable function buttons.
- If using the remote to control other devices in addition to your set-top box, make sure that your remote has been programmed to control the other devices, like your television or DVD player.

If none of the above solutions resolve your problem, please place a work order through the work order website -<http://housing.ua.edu/workorderrequest.cfm> and a technician will come out to assist you.

How to program your remote control:

The Comcast Custom 3-Device universal remote control is preprogrammed at the factory to operate the Cable Box supplied by your Comcast system, an RCA TV, and an RCA VCR (in the AUX mode). To control devices other than default brands (excluding the Cable Box), perform the below steps:

1. Turn on a device (e.g., TV, VCR or DVD Player) and, if applicable, insert media, (e.g., video cassette or disc).

NOTE: Please read steps 2 to 6 completely before proceeding. Highlight or write down the codes and device you wish to program before moving on to step 2.

2. On the remote control, press a device key once (i.e., AUX or TV).

NOTE: Use the AUX key to program/control of an Audio Amplifier or Receiver, a DVD Player, a Home-Theater-In-A-Box Device, a PVR (or DVR), or a VCR.

3. Press and hold Setup until the selected mode key blinks twice, then release Setup.
4. Locate the code for your device in the codes listed below. Brands are listed in alphabetical order with the most popular codes listed first.
5. Enter the first five-digit code for your device. If you perform this procedure correctly, the selected mode key will blink twice.

NOTE: If you enter an invalid code, the selected mode key will display one long blink and exit the programming mode. Repeat steps 2 to 5 with a valid code.

6. Aim the remote control at your device and press Power once. The device should turn off. If it does not respond, repeat steps 2 to 6, trying each code listed for your brand until you find one that works. If it still does not work, try Searching For Your Code.

NOTE: If the device does not have a Power key, press the (Play) key.

7. Repeat steps 1 to 7 for another device you want to control.

Searching For Your Code

If your home entertainment device does not respond to the remote control after trying all of the codes listed for your brand, or if your brand is not listed at all, try searching for your code. For example, after trying all of the codes for your TV, you still cannot get the remote control to operate your TV, then:

1. Turn on your TV.
2. On the remote control, press TV once. Then press and hold Setup until the TV key blinks twice, then release Setup.
3. Enter 9 - 9 - 1. The TV key will blink twice.
4. Press and release the digit 1. The TV key will blink twice.

NOTE: Substitute 1 with 0 if searching for a Cable code, 2 if searching for a DVD, VCR or PVR and 3 if searching for an Audio device

5. Press Power and aim the remote control at the TV and press CH + one or more times until the TV turns off.

NOTE: In the search mode, the remote control will send IR codes from its library to the selected device, starting with the most popular code first.

6. Press Setup once to lock in the code. The TV key will blink twice.
7. To search for the codes of another device, repeat steps 1 to 5, but substitute the AUX key for the device you are searching for.

Manufacturer's Codes

Setup Codes For TVs

Admiral 10093, 10463

Advent 10761, 10783, 10815, 10817, 10842, 11933

Aiko 10092

Akai 10812, 10702, 10030, 10672, 11903

Albatron 10700, 10843

America Action 10180

Anam 10180

Anam National 10055

AOC 10030

Apex Digital 10748, 10879, 10765, 10767, 10890

Audiovox 10451, 10180, 10092, 10623, 10802, 10875

Aventura 10171

Bell & Howell 10154
BenQ 11032
Bradford 10180
Broksonic 10236, 10463
Candle 10030
Carnivale 10030
Carver 10054
Celebrity 10000
Celera 10765
Changhong 10765
Citizen 10060, 10030, 10092
Clarion 10180
Commercial Solutions 11447, 10047
Contec 10180
Craig 10180
Crosley 10054
Crown 10180
Curtis Mathes 10047, 10054, 10154, 10451, 10093, 10060, 10702, 10030,
10145, 10166, 10466, 11147, 11347
CXC 10180
Daewoo 10451, 10092, 11661, 10623, 10661, 10672
Dell 11080, 11178
Denon 10145
Denstar 10628
Dumont 10017
Durabrand 10463, 10180, 10178, 10171, 11034
Electroband 10000
Electrograph 11755
Electrohome 10463
Emerson 10154, 10236, 10463, 10180, 10178, 10171, 10623, 11963
Envision 10030, 10813
ESA 10812, 10171, 11963
Fisher 10154, 10159
Fujitsu 10683, 10809, 10853
Funai 10180, 10171, 11271, 11963
Futuretech 10180
Gateway 11755, 11756
GE 11447, 10047, 10051, 10451, 10178, 10055, 11347
Gibralter 10017, 10030
Go Video 10886
GoldStar 10178, 10030
Grumpy 10180
Haier 11034, 10768
Hallmark 10178
Harman/Kardon 10054
Harvard 10180
Havermy 10093
Helios 10865
Hello Kitty 10451
Hewlett Packard 11494, 11502
Hisense 10748
Hitachi 11145, 10145, 10151, 11960
Hyundai 10849
iLo 11990
Infinity 10054
Initial 11990
Insignia 10171, 11204, 11963, 12002
Inteq 10017
JBL 10054
JCB 10000
Jensen 10761, 10815, 10817, 11933
JVC 10053, 10731, 11253
KEC 10180
Kenwood 10030
KLH 10765, 10767
Konka 10628, 10707
Kost 11262
KTV 10180, 10030
LG 11265, 10178, 10700, 10856, 11178, 11758, 11993
Loewe 10136
LXI 10047, 10054, 10154, 10156, 10178
Magnavox 11454, 10054, 10030, 10706, 10187, 10386, 10802, 11198,
11254, 11963, 11990
Marantz 10054, 10030, 10704, 10855
Matsushita 10250, 10650
Maxent 11755
Megapower 10700
Megatron 10178, 10145
Memorex 10154, 10463, 10150, 10178

MGA 10150, 10178, 10030
Midland 10047, 10017, 10051
Mintek 11990
Mitsubish 10093, 11250, 10150, 10178, 10836
Monivision 10700, 10843
Motorola 10093, 10055
MTC 10060, 10030
Multitech 10180
NAD 10156, 10178, 10866
NEC 10030, 11704
NetTV 11755
Nikko 10178, 10030, 10092
Norcent 10748, 10824
NTC 10092
Olevia 11144, 11240, 11331
Onwa 10180
Optimus 10154, 10250, 10166, 10650
OptomA 10887
Optonica 10093, 10165
Orion 10236, 10463, 11463
Panasonic 10250, 10051, 10055, 10650, 11291, 11941
Penney 10047, 10156, 10051, 10060, 10178, 10030, 11347
Petters 11523
Philco 10054, 10030
Philips 11454, 10054, 10690
Pilot 10030
Pioneer 10166, 10679, 10866
Polaroid 10765, 10865, 11262, 11276, 11314, 11341, 11523, 11991
Portland 10092
Prima 10761, 10783, 10815, 10817, 11933
Princeton 10700, 10717
Prism 10051
Proscan 11447, 10047, 11347
Proton 10178, 10466
Pulsar 10017
Quasar 10250, 10051, 10055, 10165, 10650
RadioShack 10047, 10154, 10180, 10178, 10030, 10165
RCA 11447, 10047, 10090, 10679, 11047, 11147, 11247, 11347, 11547, 11958, 12002
Realistic 10154, 10180, 10178, 10030, 10165
Runco 10017, 10030
Sampo 10030, 11755
Samsung 10060, 10812, 10702, 10178, 10030, 10766, 10814, 11060, 11903
Sansui 10463
Sanyo 10154, 10088, 10159
Scotch 10178
Scott 10236, 10180, 10178
Sears 10047, 10054, 10154, 10156, 10178, 10171, 10159
Sharp 10093, 10165, 10386, 11602
Sheng Chia 10093
SigneT 11262
Simpson 10187
Sony 11100, 10000, 11317
Soundesign 10180, 10178
Squareview 10171
SSS 10180
Starlite 10180
Studio Experience 10843
Superscan 10093, 10864
Supreme 10000
SVA 10748, 10587, 10768, 10865, 10870, 10871, 10872
Sylvania 10054, 10030, 10171, 11271, 11314, 11963
Symphonic 10180, 10171
Syntax 11144, 11240, 11331
Tandy 10093
Tatung 10055, 11756
Technics 10250, 10051
Techview 10847
Techwood 10051
Teknika 10054, 10180, 10150, 10060, 10092
Telefunken 10702
TMK 10178
TNCi 10017
Toshiba 10154, 11256, 10156, 11265, 10060, 10650, 10845, 11156, 11356, 11656, 11704
TVS 10463
Vector ResearchH 10030
Victor 10053

Vidikron 10054
Vidtech 10178
Viewsonic 10857, 10864, 10885, 11330, 11578, 11755
Vizio 10864, 10885, 11756, 11758
Wards 10054, 10178, 10030, 10165, 10866, 11156
Waycon 10156
Westinghouse 10885, 10889, 10890, 11282, 11577
White Westinghouse 10463, 10623
Yamaha 10030
Zenith 10017, 10463, 11265, 10178, 10092

Setup Codes For LCDTVs

Apex Digital 10890
Audiovox 10180, 10802, 10875
Dell 11080, 11178
Envision 10813
Funai 10171
Go Video 10886
Hyundai 10849
iLo 11990
Initial 11990
Insignia 11204, 12002
Kost 11262
LG 10856, 11178, 11993
Magnavox 11454, 10802, 11198, 11990
Marantz 10855
Maxent 11755
Mintek 11990
Mitsubishi 11250
Olevia 11144, 11240, 11331
Panasonic 10650, 11941
Petters 11523
Phillips 11454
Polaroid 11262, 11276, 11341, 11523
RCA 10047, 11958
Sampo 11755
Samsung 10812, 10766, 10814
Sharp 10093, 11602
Signet 11262
Superscan 10864
SVA 10587, 10870, 10871
Sylvania 10171, 11271, 11314
Symphonic 10171
Syntax 11144, 11240, 11331
Techview 10847
Toshiba 10845, 11656
Viewsonic 10857, 10864, 10885, 11330, 11578
Vizio 10864, 10885, 11756, 11758
Westinghouse 10885, 10889, 10890, 11282, 11577
Zenith 11265

Setup Codes For Audio Amplifiers

GE 30078
JVC 30331
Soundesign 30078
Victor 30331
Wards 30078
Yamaha 30354

Setup Codes For Audio Receivers

ADC 30531
Aiwa 30158, 30189, 30405
Bose 31229, 31933
Capetronic 30531
Carver 30189
Denon 31360, 31104
Harman/Kardon 30110, 30189
Integra 30135
JBL 30110
JVC 30074
Kenwood 31313, 31570, 30027, 31027
Linn 30189
Magnavox 30189, 30531
Marantz 30189

Onkyo 30135, 30842
Optimus 31023, 30531
Panasonic 31308, 31518
Philips 30189, 31266
Pioneer 31023, 30014, 30531, 31384
Polk Audio 30189
Proscan 31254
RCA 31023, 31254, 30531
Sansui 30189
Sony 31759, 30158, 31758
Stereophonics 31023
Sunfire 31313
Technics 31308, 31518
Victor 30074
Wards 30158, 30189, 30014
Yamaha 30176, 31176

Setup Codes For DVD Players

Accurian 21416
Aiwa 20641
Akai 20695, 20899, 21089
Alco 20790
Allegro 20869
Amphion Media 21245
AMW 21245
Apex Digital 20672, 20830, 21056, 21061
Arrgo 21023
Aspire Digital 21168
Audiovox 20790, 21121, 21122
Blue Parade 20571
Broksonic 20695, 20868, 21419
Cinea 20831
Cinego 21399
CineVision 20876, 20833, 20869
Citizen 20695, 21277
Coby 20778, 21086, 21107, 21351
Craig 20831
CyberHome 20816, 20874, 21023, 21129
Daewoo 20705, 20833, 20869, 21169, 21172, 21234, 21242, 21441
Denon 20490, 20634
Disney 20675, 21270
Durabrand 21127
DVD2000 20521
Emerson 20591, 20675, 20821, 21268
Enterprise 20591
ESA 20821, 21268
Funai 20675, 21268, 21334
Gateway 21073
GE 20522, 20815
Go Video 20744, 20715, 20741, 20783, 20833, 20869, 21044, 21075, 21099, 21304
GoldStar 20741
Harman/Kardon 20582, 20702
Hitachi 20573, 20664, 21247
Hiteker 20672
iLo 21348, 21472
Initial 21472
Insignia 21268
Integra 20627
JBL 20702
JVC 20558, 20623, 20867, 21164, 21602
Kawasaki 20790
Kenwood 20490, 20534
KLH 20790
Koss 20651
Lenoxx 21127
LG 20591, 20741, 20869
LiteOn 21058, 21416, 21440
Loewe 20511
Magnavox 20503, 20539, 20646, 20675, 20821, 21268, 21472, 21506
Marantz 20539
Memorex 20695, 20831, 21270
Microsoft 20522, 21708
Mintek 20839, 21472
Mitsubishi 21521, 20521
NAD 20741
NEC 20785
Norcent 21107

Onkyo 20503, 20627
Oritron 20651
Panasonic 20490, 20703, 21362, 21462, 21490, 21762
Philips 20503, 20539, 20646, 20675, 20854, 21260, 21267, 21354
Pioneer 20525, 20571, 20631
Polaroid 21061, 21086, 21245
Polk Audio 20539
Presidian 20675
Proscan 20522
ProVision 20778
Qwestar 20651
RCA 20522, 20571, 20790, 20822, 21022, 21132, 21769
Rio 20869
Rotel 20623
Sampo 20698, 20752
Samsung 20490, 20573, 20199, 20820, 20899, 21044, 21075, 21470
Sansui 20695
Sanyo 20695, 20873
Sharp 20630, 20675, 20752, 21256
Shinsonic 20533, 20839
Sonic Blue 20869, 21099
Sony 20533, 21533, 20864, 21033, 21070, 21431, 21536
Sova 21122
Superscan 20821
Sylvania 20675, 20821, 21268
Symphonic 20675, 20821
Teac 20790
Technics 20490, 20703
Theta Digital 20571
Tivo 21503
Toshiba 20503, 20695, 21045, 21154, 21503, 21769
Urban Concepts 20503
US Logic 20839
Venturer 20790
Vizio 21064, 21226
Xbox 20522, 21708
Yamaha 20490, 20539, 20545
Zenith 20503, 20591, 20741, 20869

Setup Codes For DVD-R Players

Accurian 21416
Apex Digital 21056
Aspire Digital 21168
Broksonic 21419
Coby 21086
CyberHome 21129
Funai 20675, 21334
Gateway 21073
Go Video 20741, 21304
iLo 21348
JVC 21164
LG 20741
LiteOn 21416, 21440
Magnavox 20646, 20675, 21506
Panasonic 20490
Philips 20646
Pioneer 20631
Polaroid 21086
RCA 20522
Samsung 20490, 21470
Sharp 20675
Sony 21033, 21070, 21431, 21536
Sylvania 20675
Zenith 20741

Setup Codes For VCRs And TV/VCRCombos

ABS 21972
Admiral 20048
Adventura 20000
Aiwa 20037, 20000
Alienware 21972
American High 20035
Audiovox 20037
Broksonic 20184, 20121, 21479
Calix 20037
Canon 20035

Carver 20081
Citizen 20037, 21278
Craig 20037, 20047
Curtis Mathes 20060, 20035, 20162, 21035
CyberPower 21972
Daewoo 20045, 21278
Dell 21972
Denon 20042
DirecTV 20739
Durabrand 20039
Dynatech 20000
Electrohome 20037
Electroponic 20037
Emerex 20032
Emerson 20037, 20184, 20000, 20121, 20043, 20593, 21278, 21479, 21593
Fisher 20047
Fuji 20035, 20033
Funai 20000, 20593, 21593
Garrard 20000
Gateway 21972
GE 20060, 20035, 20807, 21035, 21060
Go Video 20614
GoldStar 20037, 21237
Gradiente 20000
Harley Davidson 20000
Harman/Kardon 20081
Hewlett Packard 21972
HI-Q 20047
Hitachi 20000, 20042, 20089
Howard Computers 21972
HP 21972
HNS 20042, 20739
Humax 20739
Hush 21972
iBUYPOWER 21972
JVC 20067
KEC 20037
Kenwood 20067
Kodak 20035, 20037
Linksys 21972
Lloyd's 20000
LXI 20037
Magnasonic 20593, 21278
Magnavox 20035, 20039, 20081, 20000, 20149, 20593, 21593, 21781
Marantz 20035, 20081
Marta 20037
Matsushita 20035, 20162
Media Center PC 21972
MEI 20035
Memorex 20035, 20162, 20037, 20048, 20039, 20047, 20000, 21237
MGA 20043
Microsoft 21972
Mind 21972
Minolta 20042
Mitsubishi 20067, 20043, 20807
Motorola 20035, 20048
MTC 20000
Multitech 20000
NEC 20067
Nikko 20037
Niveus Media 21972
Northgate 21972
Olympus 20035
Optimus 21062, 20162, 20037, 20048, 20593
Orion 20184, 21479
Panasonic 21062, 20035, 20162, 20225, 20614, 20616, 21035
Penney 20035, 20037, 20042, 21035, 21237
Pentax 20042
Philco 20035
Philips 20035, 20081, 20618, 20739
Pilot 20037
Pioneer 20067
Polk Audio 20081
Presidian 21593
Proscan 20060, 21060
Pulsar 20039
Quasar 20035, 20162, 21035
RadioShack 20000

Radix 20037
Randex 20037
RCA 20060, 20042, 20149, 20807, 20880, 21035, 21060
Realistic 20035, 20037, 20048, 20047, 20000
Ricavision 21972
Runco 20039
Samsung 20045, 20739, 21014
Sanky 20048, 20039
Sansui 20000, 20067, 21479
Sanyo 20047
Scott 20184, 20045, 20121, 20043
Sears 20035, 20037, 20047, 20000, 20042, 21237
Sharp 20048, 20807
Sony 20035, 20032, 20033, 20000, 20636, 21232, 21972
Stack 9 21972
STS 20042
Sylvania 20035, 20081, 20000, 20043, 20593, 21593, 21781
Symphonic 20000, 20593, 21593
Systemax 21972
Tagar Systems 21972
Teac 20000
Technics 20035, 20162
Teknika 20035, 20037, 20000
Thomas 20000
Toshiba 20045, 20043, 20845, 21008, 21145, 21972, 21996
Totevision 20037
Touch 21972
Vector 20045
Video Concepts 20045
Videomagic 20037
Viewsonic 21972
Villain 20000
Voodoo 21972
Wards 20060, 20035, 20048, 20047, 20081, 20000, 20042, 20149
XR-1000 20035, 20000
Zenith 20039, 20033, 20000, 21479
ZT Group 21972

Additional information

The Comcast DVR 3-Device remote control does not have any user serviceable parts. Opening the case, except for the battery cover, may cause permanent damage to your remote control.